Project HEAL Volunteer Insurance Navigation Support Case Manager

Position Description

Reports to: TAP Director
Status: Volunteer
Location: Remote
Expected Hours: 5-10 hours a week (must include at least 1 regularly scheduled work block availability during standard working hours; potential for additional hours to be completed outside of standard working hours)

About the Role
Project HEAL is seeking a Volunteer Case Manager to support Project HEAL’s Insurance Navigation Support program. This role reports to the Treatment Access Program Director and will work with other volunteers who are a part of the Insurance Navigation Support program. This position is a great role for an individual eager to gain clinical experience for graduate school requirements or anyone with past clinical experience and/or insurance navigation experience wanting to give their time and expertise to assist our beneficiaries.

Areas of responsibility may include:

- Work closely with Treatment Access Program Director and Insurance Navigation Support team to support beneficiaries in getting access to eating disorder treatment utilizing their current insurance coverage, or applying for coverage if none exists
- Establish informed consent agreement with beneficiaries prior to providing support that matches their unique circumstances and establishes the frame of what services you will provide
- Obtain HIPAA ROIs for all parties interacted with on behalf of the beneficiary
- Assist beneficiaries with the following insurance related tasks:
  - Locate appropriate in-network referrals to eating disorder specialists
  - Help beneficiaries understand the benefits included with their insurance plan
  - Help beneficiaries advocate for eating disorder treatment coverage that is included in their plan
  - Help beneficiaries obtain Single Case Agreements when appropriate
  - Help beneficiaries understand the appeals process when they experience an unfair denial
  - Help beneficiaries determine if they meet criteria for a qualifying event which would make them eligible for ACA insurance outside the open enrollment period
  - Help beneficiaries apply for new insurance through the ACA on their states healthcare website
• Maintain appropriate time management and professional boundaries to help as many people as possible within the limited time you have

**Key Qualifications**
As a prerequisite, the successful candidate must believe in the core values of Project HEAL and be driven by the mission.

While there are no minimum educational requirements for this position, the successful candidate will demonstrate interest and skills in learning the ins and outs of insurance navigation. This candidate should be comfortable speaking on the phone and exhibit an assertive attitude in advocating for our beneficiaries within a system that is inherently broken.

Proficient in Word, Excel, and GSuite.

We’re also looking for someone who is:
- A stickler for details and quality
- A reliable and friendly communicator who reaches out and follows up with our beneficiaries
- A caretaker of sensitive information about donors and partners
- Excited by ensuring data integrity and usefulness
- A strong self-motivator
- A do-er, ready to roll up their sleeves to solve problems
- A creative thinker willing to test out new ideas

**To Apply**
Email a resume and cover letter to volunteer@theprojectheal.org with subject line “Volunteer Case Manager.” Please do not follow up with Project HEAL staff, we will reach out to the candidates that we wish to interview.

PLEASE APPLY BY Monday, August 31st, 2020.